



Please feel free to take this home

**Research at the practice .....** Dr Claire Hombersley, our research queen, has started a new research study called CATRIC. Looking at GP-patient communication the study applies to ANY English speaking patient over 18 who is seeing her in a routine booked appointment.

When attending an appointment with her the receptionist booking you in will ask you to read a leaflet. The consultations will be video-recorded, so having read the leaflet, if you do want to take part you indicate this to Dr Hombersley by showing a 'green card', if you would rather not be involved you show her a 'red card'. The video will be turned off for anyone showing the red card.

Dr Hombersley will tell you at the end of the consultation if you eligible or not and then give you the choice of the recording being kept or destroyed. Please do consider taking part as all the research we are involved with provides the NHS with invaluable insight & knowledge that helps to improve services & healthcare.

THANK  
YOU!

**Staff antics.....** Dr's Secretary Gail Taylor would like to thank everyone who generously supported the charity stall at the flu clinics this year. £312.20 was raised for our local MS group! *Thank you!*



Dr Jason 'Action Man' Clark having only just recovered from a broken wrist sustained on a hiking trip to Machu Picchu this summer, has since run 3 marathons & is planning a 1200 km bike ride next year for 8th time. Not a bad effort for someone who's heading for retirement!



### Contraception Services for Young People

Are you aware that we offer contraception services to ALL our patients regardless of age. We have early, late & Saturday appointments to help fit in with School or College schedules. **Don't be shy or be afraid to ask.** Better to be armed with information & contraception that works for you & avoid an unwanted pregnancy or STD.



### Help for Young People is now Online!

KOOTH is free, safe & anonymous online support for young people. Available Mon-Fri 12 to 10pm & Sat-Sun 6pm to 10pm. They offer instant online crises support. You can chat with someone who will listen to your problems and help you explore solutions and find new perspectives. Support is given for wide range of issues including anxiety, abuse, bereavement, self-esteem, self-harm, and self-worth. Just 'talking' privately and online to a fully trained counsellors can really help.



Check them out: <https://kooth.com>

**Do you have a child with eczema?** Dr Hombersley is also doing a research trial into eczema & is keen to recruit potential candidates. Please see the posters in the waiting room or talk to one of the reception team for more info. Your child's involvement is an important step in solving a condition that so many of us suffer from.

### Answers to frequently asked questions

**Q: There is always a long wait for a timed face to face appointment with my own GP, why?**

**A:** *This question highlights to us that General Practice is valued greatly by our patients and that urgent steps need to be taken by the Government to shore up our service so that we can continue to provide high levels of service in future years. Your GPs and the entire practice team are performing well, in the best interests of the patients, in incredibly difficult circumstances. Their workload has escalated in recent years, both in volume and complexity, but the share of the NHS budget our service receives is less than it was a decade ago, and GP numbers are falling.*

*Patients are still waiting too long for a GP appointment and we are well aware how frustrating this is, but the plain truth is that we are working to absolute capacity and we just don't have enough resources to offer enough timed appointments. This is why we have the twice daily Medically Urgent Sit & Wait surgery. Not ideal but this system is currently the only way that we can provide earliest access to a GP for urgent health matters. If you need to see a GP quickly, any of the GPs can help you, as they all have access to your medical record. You may want to see your own GP, but it is not clinically necessary. For routine issues we're afraid that for the time being patients will have to get used waiting 2/3 weeks or more.*

*As a practice we are constantly reviewing our systems and due to the national shortage of GPs are investigating creative ways of augmenting our clinical team. It is highly likely that in the future, as our GPs retire or move on, we will not always be able to recruit a replacement for them. Some of you will have already been treated on the S&W by our advanced Nurses, Jane & Ali. We're also exploring the possibility of employing an Advanced Paramedic Prescriber & Advanced Nurse Practitioner Prescriber on site as other surgeries have found this a good way of providing timely clinical support to patients.*

*Please be assured that we are not resting on our laurels, be patient with us and be flexible about who you will see.*

**Have your say:** If you have any comments or feedback about our services, please use the 'Friends & Family Test' touch screen and we can respond to the queries raised via this newsletter. Your opinions are of great value to us & can sometimes lead to change within our practice. For major concerns & queries please contact Natasha Ritchie, Practice Manager or speak to your GP.

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